

News Release

May 11th, 2007

‘Have-a-go heroes’ wreak havoc on technical problems

~ research reveals 70 per cent of office workers try to fix IT problems themselves ~

Over two thirds of UK office workers work out how to fix a computer themselves when faced with a problem, ahead of contacting the IT team, according to research from Richmond Systems.

Richmond Systems, a provider of service desk software, surveyed 250 office workers about how they resolve their daily computer issues. Over half said that they would restart it and hope for the best. This could happen up to five times, before they approach the IT team, in the hope a problem would be solved. 9 per cent would attempt to take the computer apart and try to rebuild it without guidance. A further 13 per cent of UK office workers would flick through a manual. Only 30 per cent would register their concern with the IT team as their first step.

“This research shows a lack of faith in the ability of IT teams to fix computer issues quickly, leaving personnel to have a go at fixing the problem themselves,” said Eric Wright, managing director at Richmond Systems. “This approach is misguided and impractical. Without the relevant expertise, people could actually make their IT problems worse.”

“IT teams need to regain the confidence of office workers by responding quickly and efficiently to computer issues. However they need backing from the board to support a service desk operation. This will allow personnel to log incidents, issues or support requests and get a response in the time allotted by the office Service Level Agreement,” Wright continued. “Until office workers have confidence that the IT team have these issues under control, a DIY approach will continue to slow them down.”

(293 words)

NOTES TO EDITORS

About Richmond Systems (www.richmondsys.com)

Established for over 20 years, Richmond Systems Limited, is a leading provider of service desk software for enterprise-wide service support based on ITIL® best practices.

Richmond SupportDesk can be rapidly implemented to deliver fast, flexible and scalable service support for incidents, problems, configuration and change management through Windows™, web and mobile interfaces.

Providing the IT department with full visibility of the support environment allows streamlining of the operation increasing efficiency and raising customer service levels.

Richmond Systems serves more than 500 organisations providing support to many thousands of users and is a member of the itSMF and HDI (Help Desk Institute).

For more information, visit the Richmond Systems website at www.richmondsys.com.

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